



Welcome to Workforce

Brief History of North Carolina's One-Stop System

- Pre-1996** Employment and training services were provided by various agencies, with separate funding streams, laws, rules, outcomes, and goals. There was little formal collaboration and individuals using the services were often shuffled from one service to another as they tried to meet their needs.
- 1996** North Carolina participated in a USDOL pilot project in the establishment of “One-Stop Centers” for the delivery of employment and training services. North Carolina adopted the brand name of “JobLink Career Centers”. The governing federal legislation was the Job Training Partnership Act (JTPA), which was in effect from 1982–1998.
- 1998** The Workforce Investment Act of 1998 was enacted and required delivery of all federal employment and training programs through One-Stop Centers. The primary thrust of the law was to consolidate into a cohesive system a myriad of separately funded programs housed in multiple agencies. At this time all states were required to implement similar service delivery systems as those in the pilot projects.
- 1999** North Carolina required local Workforce Development Boards to charter their JobLink Career Centers, using locally developed standards of service and quality.
- 2003** Statewide, standardized chartering criteria were adopted for the JobLink Career Centers. All centers were required to document that they were meeting these standards to continue using the “JobLink Career Center” brand name. At this time there were approximately 100 centers in the state, each meeting the standard chartering criteria by the deadline of 12/31/2004.
- 2011** The Employment Security Commission (ESC) joined the NC Dept of Commerce; new chartering was suspended while changing needs of the system were assessed and considered.



Welcome to Workforce

- 2012** The merger brought changes to the system, including a change in the brand for the JobLink Career Centers. The new brand NC Works Career Centers was rolled out over a 2-year period. Services funded by WIA and Wagner-Peyser became more closely aligned for truly integrated service delivery.
- 2013** NCWorks Career Centers launched the Integrated Services Delivery (ISD) model, with the goal of streamlining service delivery and maximizing staff resources.
- 2014** Division of Workforce Solutions began major reorganization, with changes in top leadership.
- 2015** New federal legislation was passed, with the Workforce Innovation and Opportunity Act (WIOA) replacing WIA. DWS reorganization continued with designation of 8 prosperity zones, hiring of regional directors, and other changes to the lines of supervision and oversight.
- Present** DWS continues reorganization efforts with renewed commitment to the ISD model, streamlining local services, and enhancing quality of services through a consistent focus on staff development and resource maximization.

